



सत्यमेव जयते

GOVERNMENT OF WEST BENGAL
OFFICE OF THE PRINCIPAL
DARJEELING GOVERNMENT COLLEGE
DARJEELING-734101

Phone:0354-2254078
0354-2254019
Fax :0354-2254078
Email dgc.principal@gmail.com

Students' Grievances Redressal Cell (SGRC)

Mechanism of Grievance Redressal:

The complaint box shall be unlocked in the presence of convener or any two members twice a month. The grievances are redressed on priority basis depending on the seriousness of the issue. The committee tries to redress the issue at the earliest. In all cases the aggrieved student is informed of the measures taken. The departmental issues/grievances are to be settled at the departmental level. In case the complainant is not satisfied then he /she may lodge a written grievance in proper format (Grievance form) with the College Students' Grievance Redressal Committee. The basic aim of the committee is to look into the complaint/grievance lodged by any student, and judge its merit in a strictly confidential manner. The Grievance Redressal Committee shall communicate its decision within fifteen days on receipt of the complaint. The committee shall meet twice a year or as and when the need arises. Moreover, the committee shall hand over those issues that come under the ambit of other committee for justifying the issue and work in tandem with the concerned committee.

The grievances concerning to sexual harassment/assault and ragging shall be dealt by the respective committees and does not come under the purview of the committee. The committee shall not deal with the cases beyond its jurisdiction.

Policy Guidelines:

The committee shall redress the complaint received as per the set guidelines of the UGC. On receipt of the complaints from aggrieved student/students the committee shall convene a meeting with the aggrieved student and the accused (if any) and shall hear and judiciously settle the grievance as soon as possible. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be five. In considering the grievances before it, the SGRC shall follow principles of natural justice. **The committee shall not entertain any grievance which is not submitted in a proper format (grievance form) available in the college office/ website.**

The decision of the committee shall be final and any appeal against the decision shall not be entertained. However, the committee welcomes any suggestion/suggestions for improving the academic ambience of the college. The committee shall send its report with recommendations, if any, to the competent authority of the institution preferably within a period of 15 working days from the date of receipt of the complaint as per the notification of UGC. In case of any false or frivolous complaint, the chairman may order appropriate action against the complainant.

On the request of the complainant or otherwise, depending upon the severity of the grievance, a disciplinary action is liable to be taken against the accused. It may be warning, written apology, bond of good behavior, adverse remarks in the report, debarring entry into a hostel/ campus, suspension for a specific period of time, debarring from holding posts such as class representative or in worst situation even expulsion as deemed suitable subject to approval to competent authority. If, at the culmination of the proceedings before it, the Committee is satisfied that the complainant has knowingly brought false charges against any person. The committee shall take the same disciplinary action stated above.

In case of Non-Compliance with the recommendation of the Students' Grievance Redressal Committee, the committee shall take necessary and appropriate action as per the set regulations of UGC till the accused complies with these Regulations to the satisfaction of the Committee. The cases beyond the capacity of the committee shall be reported to the higher authority for necessary action.

Nisha Tamang

Convener,
Students' Grievances Redressal Committee
Darjeeling Government College

P. Rajmullana

Officer in Charge
Darjeeling Government College